



Revision number: 1

PURCHASING AGENT: BRENDA VELDEVERE (801) 538-3142

ITEM: IMAGISTICS **DIGITAL COPIER MAINTENENACE AND CONSUMABLE SUPPLIES
FOR DIGITAL COPIERS PURCHASED FROM STATE CONTRACT AR1651**

VENDOR: 94143A

IMAGISTICS INTERNATIONAL INC./TCM DIGITAL SOLUTIONS
332 EAST 3300 SOUTH
SLC UT 84010

INTERNET ADDRESS:

www.imagistics.com

TELEPHONE:

(801) 412-6417

FAX NUMBER:

(801) 487.9421

CONTACT:

CORRIE CHASE

EMAIL ADDRESS:

corrie.chase@imagistics.com

BRAND/TRADE NAME:

IMAGISTICS

PRICE:

SEE ATTACHED

TERMS:

NET 30

EFFECTIVE DATES:

04/21/2003 THROUGH 04/20/2005

DAYS REQUIRED FOR DELIVERY:

7 BUSINESS DAYS ARO

OTHER CONDITIONS:

CONTRACT PERIOD IS FOR TWO (2) YEARS, WITH THREE
ADDITIONAL ONE YEAR TERMS AFTER 04/20/2005.

ORIGINATING SOLICITATION:

BV3905 OPENED 03/04/2003 AT 2:00 P.M.

REVISION#1 PLEASE NOTE THAT TCM AND IMAGISTICS HAVE MERGED THEIR OPERATIONS.



ix2700

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
484-5	Toner	\$109	6,500
484-4	Drum	\$109	20,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M SEG 1 STANDARD ANNUAL PLAN M W	M2700L1W	0.0198



im2020

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
666-5	Toner	\$70.00	14,000
666-6	Developer	\$47.00	80,000
666-7	Drum	\$118.00	
982-3	Surge Protector - 15 Amp	\$40.00	
982-4	Line Filter	\$150.00	
666-8	Staples for 9214	\$99.00	8,000
472-3	Staples for 9211	\$97.00	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 State STZP1A03 M W	MDF20L1W	0.0990



im2520

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
666-5	Toner	\$70.00	14,000
666-6	Developer	\$47.00	80,000
666-7	Drum	\$118.00	
982-3	Surge Protector - 15 Amp	\$40.00	
982-4	Line Filter	\$150.00	
666-8	Staples for 9214	\$99.00	8,000
472-3	Staples for 9211	\$97.00	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MDF27L1W	0.0070



im3520

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
666-5	Toner	\$70.00	14,000
666-6	Developer	\$47.00	80,000
666-7	Drum	\$118.00	
982-3	Surge Protector - 15 Amp	\$40.00	
982-4	Line Filter	\$150.00	
666-8	Staples for 9214	\$99.00	8,000
472-3	Staples for 9211	\$97.00	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MDL37L1W	0.0070



im3510

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
794-2	Developer	\$200	100,000
794-3	Toner	\$150	25,000
794-4	Staple for 9242 Desktop Finisher	\$62	9,000
794-5	Staple for 9244 Saddle Finisher	\$88	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MZB35L1W	0.0070



im4720

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
461-2	Developer	\$475	240,000
461-2	Developer	\$475	300,000
461-3	Toner	\$186	33,000
472-3	9710 Staples (5,000 X 3 Cartridges)	\$97	15,000
472-4	9711 Staples (3,000 X 3 Cartridges)	\$99	9,000
847-0	9708 Staples (5,000 X 1 Cartridge)	\$36	5,000
847-3	9709 Staples (5,000 X 3 Cartridges)	\$97	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MZC47L1W	0.0070



im4510

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
794-2	Developer	\$200	100,000
794-3	Toner	\$150	25,000
794-4	Staple for 9242 Desktop Finisher	\$62	9,000
794-5	Staple for 9244 Saddle Finisher	\$88	15,000
	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MZB35L1W	0.0070



im5520

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
461-2	Developer	\$475	240,000
461-2	Developer	\$475	300,000
461-3	Toner	\$186	33,000
472-3	9710 Staples (5,000 X 3 Cartridges)	\$97	15,000
472-4	9711 Staples (3,000 X 3 Cartridges)	\$99	9,000
847-0	9708 Staples (5,000 X 1 Cartridge)	\$36	5,000
847-3	9709 Staples (5,000 X 3 Cartridges)	\$97	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MZC55L1W	0.0065



im6530

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			YIELD
670-1	Developer	\$171	500,000
670-1	Developer	\$171	500,000
670-4	Toner	\$109	66,100
747-1	Staples for Finisher 1 & 2 (50 Sheets)	\$98	9,000
847-3	Staples for Finisher 2 & 3 (Saddle Stich)	\$97	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MZD65L1W	0.0065



im8130

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			
670-1	Developer	\$171	500,000
670-1	Developer	\$171	500,000
670-4	Toner	\$109	66,100
747-1	Staples for Finisher 1 & 2 (50 Sheets)	\$98	9,000
847-3	Staples for Finisher 2 & 3 (Saddle Stich)	\$97	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MZD65L1W	0.0060



DL850

State of Utah Contract Number PD1652

MAINTENANCE & SUPPLIES			
470-4	Developer	\$475	1,000,000
470-4	Developer	\$475	1,000,000
470-5	Toner	\$125	60,000
454-9	Staples for Finisher 1 & 2 (50 Sheets)	\$110	15,000
847-3	Staples for Finisher 2 & 3 (Saddle Stich)	\$97	15,000
Monthly	State of Utah	PLAN	
Allowance			Overage
0	M 2003 NEW DIGITAL STZP1A03 M W	MDL85L1W	0.0060



OEM MAINTENANCE AND OEM CONSUMABLE SUPPLIES MINIMUM SPECIFICATIONS:

MAINTENANCE AND SUPPLIES:

All maintenance will be performed by factory certified trained personnel. Equipment will be maintained to manufacturer's specifications.

Maintenance includes labor, toner, developer, OEM parts, photo-receptor (drum) or master units and all consumables except for staples and paper.

Contractor will do periodic or preventive maintenance as specified by the manufacture's guidelines. Contractor will perform an un-scheduled basic service and cleaning on all copiers if a copier has not received a service call within the last six months.

All copier supplies provided will be OEM supplies.

SERVICE RESPONSE TIME:

For Utah, Salt Lake, Davis, Weber, Cache, Summit and Wasatch counties

The contractor will adhere to a four (4) hour maximum response time on inoperable copiers and a six (6) hour maximum response time on operable service calls. (Copy quality problems may render a copier inoperable based on the customer's needs.)

Service response time on all other out lying regions and counties

Service is to respond within no more than eight (8) hours an all service calls.

Copier loaner

In the event that any copier requires more then two (2) days down time, the contractor will provide a loaner immediately upon request from the requesting agency.

The servicing vendor or technician will call the customer with in one-half hour upon receipt of the service call giving the customer an estimated arrival time for service.

COPIER PERFORMANCE:

Before contract renewal, contractor will submit to the State Purchasing office, a spread sheet report containing all state copier service histories listing the quantity of calls, response times, copies between calls, and monthly volume for each copier purchased from contracts resulting from this ITB.

CUSTOMERS REQUEST FOR SERVICE HISTORIES:

When requested, a complete and comprehensive service history printout will be provided by the contractor at no charge to the requesting state entity within five working days. This service history report will include: an outline of all service calls, response times, failures, copies between service calls and monthly copy volume.

COPIER REPLACEMENT AND PROBLEM SOLVING:

Copiers that show a trend of requiring an excessive number of service calls shall be reported by the using agency to the contractor and the Utah State Purchasing Office for review and possible replacement. Upon request, contractors are to provide service log reports to the Utah State Purchasing Office and/or end users. Such logs are to describe service and repairs for specific end user's machine(s) and are to



be provided within five working days.

If the contractor feels that excessive services calls are the result of the use of competitively bid copier supplies (including paper), the contractor must submit detailed records to Utah State Purchasing Office substantiating that position.

If the contractor feels that excessive service calls are the result of operator or agency problems, their positions must be documented and supplied to the agency involved and Utah State Purchasing Office. The contractor is to provide additional training at no cost to the customer as deemed necessary to help alleviate future problems.

If the contractor feels that excessive service calls are the result of overuse beyond the recommended or allowable monthly volume for the equipment, the contractor must submit detailed records to the agency involved and the Utah State Purchasing Office substantiating that position.

In all cases of replacement, copiers will be like-for-like equipment, except when the contractor has substituted new models within this contract.

All defects, and indirect and consequential costs, of correcting, removing and/or replacing all of defective equipment or accessories, will be charged to the contractor.

AVAILABLE SERVICE AND PARTS GUARANTEE

Five year service

Contractor is to guaranty available factory trained OEM service for five years from the date of purchase.

Seven year parts and supplies

Contractor is to guaranty available OEM parts and supplies for seven years from the date of purchase.

FINET COMMODITY CODE(S):

93927000000 - COPY MACHINE MAINTENANCE & REPAIR

THIS CONTRACT COVERS ONLY THOSE ITEMS LISTED IN THE PRICE SCHEDULE. IT IS THE RESPONSIBILITY OF THE AGENCY TO ENSURE THAT OTHER ITEMS PURCHASED ARE INVOICED SEPARATELY. STATE AGENCIES WILL PLACE ORDERS DIRECTLY WITH THE VENDOR (CREATING A PG IN FINET) AND MAKE PAYMENTS FOR THE SAME ON A PV REFERENCING THE ORIGINAL PG. AGENCIES WILL RETURN TO THE VENDOR ANY INVOICE WHICH REFLECTS INCORRECT PRICING.